



To reinforce our Quality team in Bicske near Budapest, we are seeking a

MANAGER CUSTOMER QUALITY

[all genders]



Vincotech

Headquartered in Unterhaching near Munich, Germany, we also own and operate a plant in Bicske, Hungary, and maintain sales offices around the world. Our global team of more than 700 people welcomes you to Vincotech, a Mitsubishi Electric Corporation company.

We ambitiously tackle the surging demand for efficient power conversion. Our innovative power modules bring our customers' best ideas to life and facilitate market-leading, energy-efficient applications. With speed and flexibility, we improve people's lives around the world and create a sustainable future. We attribute our international success to our **unstoppable team**.

Our amazing employees leverage each other's strengths and support one another unconditionally to succeed together. **Every individual is key to our exceptional performance**. Each is appreciated and empowered to make the most of their potential. We are motivated and rightly so, for our work is **impactful**.

Our promise to you is clear: **We bring our customers' best ideas to life**. Join us and **empower meaningful ideas**.

To make the best out of your work, we need you to:

- / Lead and develop a high-performing international Customer Quality team, ensuring effective resource allocation, coaching and continuous skill development in alignment with the company quality strategy and quality management system
- / Build and operate a proactive customer quality partnership strategy for key accounts, with focus on meeting the cultural and technical expectations of international customers worldwide
- / Oversee the rigorous resolution of customer complaints using the 8D methodology, ensuring deep root-cause analysis and the implementation of sustainable preventive and corrective actions
- / Prepare and lead customer audits, visits and quality meetings; ensure effective follow-up of audit reports and action plans and long-term improvement measures
- / Manage customer escalations, product recalls and key complaint compensation cases in cooperation with technical and financial stakeholders
- / Report customer quality KPIs to management and lead cross-functional improvement projects to significantly reduce customer complaints and strengthen customer satisfaction

LET'S EMPOWER MEANINGFUL IDEAS!

You are a good fit, if you have:

- / A university degree in engineering; electrical engineering or quality engineering preferred
- / 5+ years of professional experience in quality assurance or quality management
- / 5-10 years of people management experience, ideally leading a customer quality or quality engineering team
- / Hands-on experience with 8D, Six Sigma, APQP, FMEA, and root cause analysis
- / Experience conducting customer audits, managing complaints and escalations, and reporting quality KPIs
- / Advanced business English skills for negotiations, presentations, audits, and written customer communication
- / A customer-centric mindset with the ability to understand customer expectations and translate them into actionable quality priorities
- / Strong leadership, communication, negotiation, and problem-solving skills, demonstrated by effectively managing difficult situations, developing people, and building team accountability
- / Cultural awareness and experience preparing for and managing Asian customer relationships with respect, responsiveness, and structured communication

Join us and succeed in a winning team:

- / Be part of a company, which is a key enabler of efficient and affordable energy use everywhere, which is one of the most important megatrends of our society and a necessity for generations to come
- / Be part of our motivating company culture where flat hierarchies and quick decision-making are realities rather than wishful thinking
- / Find long-term career prospects, and enjoy an attractive salary and excellent benefits (base salary, cafeteria, yearly bonus, company car)

We welcome your application and look forward to discussing how Vincotech can become your next career choice.